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Preface

The public sector in Europe and elsewhere is under double pressure: On the one hand, the financial and debt crisis requires a massive re-alignment of state activities and state expenditures, which creates pressure to further increase the efficiency of public administration. On the other hand, citizens demand more say in public affairs and thanks to social media have ready access to powerful tools of self-organization. This second challenge is deepened by the demands of the Aarhus Convention, which grants citizens more information and participation rights including access to judicial remedies in environmental matters. These challenges are paralleled by a fundamental technology shift in the terminals people use to access Internet services: “Classic” PCs and laptop computers are increasingly complemented and even replaced by mobile devices ranging from smartphones via tablets to unconventional devices, such as computerized glasses.

The challenges to government ICT are indeed awe-inspiring: more flexible, more responsive, mobile – and all that at lower cost! The contributions to this conference are dedicated to showing ways to reconcile these requirements. The contributions focus on the currently most sensitive areas in the field, which are identity management as a core component in any eGovernment or participation system, open data, mobile government applications as well as intelligent and learning systems. Case studies and experiences from eGovernment and eParticipation present the best practice in the area.

Hence, this proceedings volume is dedicated to a better understanding of how to design and build successful government – citizen interaction and to implement it in ICT-enabled systems. As Program Committee Chairs, we wish to thank all reviewers and members of the Program Committee for ensuring a high-quality scientific selection process. We would also like to thank the organizers of DEXA for their great job in organizing the conference and providing a valuable infrastructure for the academic work. Above all, we would like to thank Gabriela Wagner from the DEXA Organizing Committee, who held it all together, provided help and suggestions and above all, made sure we kept to the time schedule.

We are assured the reader of this volume will find additional insight and valuable suggestions – whether practitioner or researcher in the field.

August 2013

Andrea Kő
Christine Leitner
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Table of Contents

Keynote Talks

eParticipation on the European Union Level	1
<i>Alexander Prosser</i>	
E-Government – New Challenges Ahead	8
<i>Roland Traunmüller</i>	

Identity Management in E-Government

Digital Identity into Practice: The Case of UniCam	18
<i>Damiano Falcioni, Fabrizio Ippoliti, Fausto Marcantoni, and Barbara Re</i>	
Trust-Service Status List Based Signature Verification: Opportunities, Implementation and Survey	29
<i>Klaus Stranacher, Thomas Lenz, and Konrad Lanz</i>	
Towards a Federated Identity as a Service Model	43
<i>Bernd Zwattendorfer, Klaus Stranacher, and Arne Tauber</i>	

Intelligent Systems in E-Government

Ontology-Based Compliance Checking on Higher Education Processes	58
<i>Katalin Ternai, Ildikó Szabó, and Krisztián Varga</i>	
Managing Emergent Processes with Information-Based Agents	72
<i>John Debenham</i>	

E-Government Cases

Understanding E-Government Development Barriers in CIS Countries and Exploring Mechanisms for Regional Cooperation	87
<i>Lyudmila Bershadskaya, Andrei Chugunov, and Zamira Dzhusupova</i>	
The Synchronized Functional Project (SFP) of Public Administration	102
<i>Iván Futó</i>	
Transparency and Social Control via the Citizens Portal: A Case Study with the Use of Triangulation	112
<i>Lislaine Krupek Braz de Oliveira and Cristiano Maciel</i>	

Mobile Government

Assessing the Suitability of Current Smartphone Platforms for Mobile Government	125
<i>Thomas Zefferer, Sandra Kreuzhuber, and Peter Teufl</i>	
Towards Mobile Government: Verification of Electronic Signatures on Smartphones	140
<i>Thomas Zefferer, Fabian Golser, and Thomas Lenz</i>	

Open Government Data

Open Government Data Catalogs: Current Approaches and Quality Perspective.....	152
<i>Jan Kučera, Dušan Chlapek, and Martin Nečaský</i>	
Open Government Data – A Key Element in the Digital Society	167
<i>Henning Sten Hansen, Line Hvingel, and Lise Schrøder</i>	
Cloud Computing in E-Government across Europe: A Comparison	181
<i>Bernd Zwattendorfer, Klaus Stranacher, Arne Tauber, and Peter Reichstädter</i>	
Towards a Linked Geospatial Data Infrastructure	196
<i>Sonya Abbas and Adegboyega Ojo</i>	

E-Participation

On the Duality of E-Participation – Towards a Foundation for Citizen-Led Participation	211
<i>Lukasz Porwol, Adegbojega Ojo, and John Breslin</i>	
Policy Making Improvement through Social Learning	226
<i>Andrea Kő, András Gábor, and Zoltán Szabó</i>	
Allowing Non-identifying Information Disclosure in Citizen Opinion Evaluation	241
<i>Francesco Buccafurri, Lidia Fotia, and Gianluca Lax</i>	

Author Index	255
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